GOVERNMENT OF INDIA
FINANCE
LOK SABHA

UNSTARRED QUESTION NO:2081
ANSWERED ON:05.08.2005
COMPLAINTS AGAINST CUSTOM OFFICERS IN AIRPORTS
Athawale Shri Ramdas

Will the Minister of FINANCE be pleased to state:

(a) the details of the complaints received, particularly from the Foreign Diplomats, against the customs officers deployed at the international airports at New Delhi during the last one year;

(b) whether the Government are aware of the fact that these officers harass the foreigners/Diplomats;

(c) if so, details thereof during the last three years and as on date; and

(d) the steps taken by the Government to initiate strict action against the guilty officers so that the foreigners/ diplomats may not be harassed In future?.

Answer

MINISTER OF THE STATE IN THE MINISTRY OF FINANCE (SHRI S.S. PALANIMAN1CKAM)

(a) No complaints against the customs officers deployed at the international airport at New Delhi were received by this Ministry during the last one year from the Foreign diplomats.

(b) The officers are courteous to all passengers.

(c) Details of complaints during the last three years are as follows:

(i) A complaint from the Ambassador of Luxembourg to India was received in April 2003 regarding the iong queue at the Customs counter at departure and the behaviour of a lady officer. On enquiry it, was ascertained that no lady customs officer was posted al the counter referred by the Ambassador on the date of the incident. As regards the long queue, it was found that very few passengers who are on the suspect list are checked, otherwise all passengers walk through the customs counters without any questioning.

(ii) A complaint was received from Mr. llya Komov, a foreign national on 23.3.2005 alleging that a Customs officer had extorted USD 200 from him without issuing any receipt for the same.

(iii) A complaint was lodged by one Yoshito Miyazaki, a Japanese national on 28.3.2005 alleging that he was made to pay USD 400 as he was carrying 2 laptop computers for which no receipt was given to him.

The above two complaints by foreign nationals are being looked into to ascertain the facts for necessary action.

(d) Steps are being taken to prevent such incidence from recurring in future. As a matter of practice no diplomat or his family members enjoying diplomatic status is subject to any preventive check by Customs. Officers are also briefed regularly in the handling and clearance of diplomats and foreign nationals.